



COPY OF PAPERS
ORIGINALLY FILED

#4
2171
PATENT
75.0001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of) Examiner: Unknown
Andy Lee et al.)
Serial No.: 09/826,121) Art Unit: 2171
Filed: April 4, 2001)
For: Method, System, and Program For)
Customer Service and Support)
Management)

Assistant Commissioner for Patents
Washington, D.C. 20231

REQUEST TO CHANGE CORRESPONDENCE ADDRESS

Dear Sirs:

Please update your file to reflect the following contact information.

Please direct all correspondence to:

Joyce Lee, Esq.
Alorica Inc.
14726 Ramona Avenue
3rd Floor
Chino, CA 91791

RECEIVED
FEB 05 2002
Technology Center 2100

Please direct all telephone inquiries to the undersigned attorney of record.

Respectfully submitted,

Richard K. Yoon
Reg. No. 42,247

Dated: December 21, 2001

(818) 576-4110
(818) 576-6202 (fax)